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ADS Chapter 107

USAID/Washington Duty Officer System

Document Quality Check Date: 08/22/2012
New Chapter: 07/16/2009
Responsible Office: AID/ES
File Name: 107_082212

Functional Series 100 - Agency Organization and Legal Affairs
 ADS Chapter 107 – USAID/W Duty Officer System
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****This is a new ADS chapter.***

Table of Contents

<u>107.1</u>	<u>OVERVIEW</u>	<u>3</u>
<u>107.2</u>	<u>PRIMARY RESPONSIBILITIES</u>	<u>3</u>
<u>107.3</u>	<u>POLICY DIRECTIVES AND REQUIRED PROCEDURES</u>	<u>3</u>
<u>107.3.1</u>	<u>Designation of USAID/W Duty Officers</u>	<u>3</u>
<u>107.3.2</u>	<u>Performance Requirements for Duty Officers</u>	<u>4</u>
<u>107.3.3</u>	<u>Use of Personal Information</u>	<u>5</u>
<u>107.3.4</u>	<u>Non-Duty Hours</u>	<u>5</u>
<u>107.3.5</u>	<u>Duty Officer Responsibility to the Administrator</u>	<u>5</u>
<u>107.3.6</u>	<u>Duty Officer Materials</u>	<u>6</u>
<u>107.3.7</u>	<u>Compensation for Duty Officers</u>	<u>6</u>
<u>107.3.8</u>	<u>Emergency Procedures</u>	<u>6</u>
<u>107.4</u>	<u>MANDATORY REFERENCES</u>	<u>6</u>
<u>107.4.1</u>	<u>External Mandatory References</u>	<u>6</u>
<u>107.4.2</u>	<u>Internal Mandatory References</u>	<u>6</u>
<u>107.5</u>	<u>ADDITIONAL HELP</u>	<u>6</u>
<u>107.6</u>	<u>DEFINITIONS</u>	<u>7</u>

ADS Chapter 107 – USAID/W Duty Officer System

107.1 OVERVIEW

Effective Date: 07/16/2009

The USAID/W Duty Officer System provides immediate response to important Agency business or emergencies that occur outside of regular Agency business hours.

107.2 PRIMARY RESPONSIBILITIES

Effective Date: 07/16/2009

- a.** The **Office of the Executive Secretariat (ES)** manages the USAID/W Duty Officer System in coordination and cooperation with the Department of State's (DOS) Operations Center, and compiles a schedule of assignments for the Agency Duty Officers. The ES also appoints an ES Duty Officer to serve as a contact point for ES issues.
- b.** **Assistant Administrators (AA), Deputy Assistant Administrators (DAA), and Independent Office Directors** resolve any difficulties or conflicts with regard to bureau/independent office coordination. They also designate key contacts within their areas of responsibility to handle issues when contacted by the Agency Duty Officer.
- c.** The **Administrative Management Staffs (AMS)** of bureaus/independent offices identify annually for ES a list of candidates to serve as Agency Duty Officers.
- d.** The **Office of U.S. Foreign Disaster Assistance (OFDA)** appoints an OFDA Duty Officer to serve as a contact point for that office, and does not have the responsibility of providing Agency Duty Officers.
- e.** The **Office of Security** serves as a contact point for that office, and does not have the responsibility of providing Agency Duty Officers.

107.3 POLICY DIRECTIVES AND REQUIRED PROCEDURES

107.3.1 Designation of USAID/W Duty Officers

Effective Date: 07/16/2009

The Administrative Management Staffs (AMS) and the senior staff of bureaus/independent offices (B/IOs) designate Agency Duty Officer candidates in response to an annual request from the Executive Secretariat (ES). B/IOs must complete and submit their roster of candidates with each candidate's contact information to ES no later than two weeks prior to the beginning of the new calendar year.

Duty Officers must be stationed in Washington and must be General Service or Foreign Service Officers equivalent to the GS-14 or FS-2 level and above.

Duty Officer candidates must have a cell phone, blackberry, or remote access token at which they may be contacted.

ES will contact the Duty Officer candidates, request confirmation of their agreement to serve, and provide all relevant information and instructions to the Duty Officer prior to assignment. If the Duty Officer fails to confirm the assignment or cannot serve, ES will ask the appropriate AMS and senior staff to intercede or appoint a different person as a Duty Officer.

ES issues a draft Agency Duty Officer Roster, which includes identification of the Office of Disaster Assistance and ES Duty Officers, every Friday. Anyone with changes to the draft must notify ES by noon the following Monday, in order to update the roster prior to its distribution Wednesday morning for the new Duty Officer shift.

107.3.2 Performance Requirements for Duty Officers

Effective Date: 07/16/2009

USAID/W Duty Officer assignments begin at 5:30 p.m. EST on Wednesdays and end the following Wednesday at 8:45 a.m. EST. The Agency expects Duty Officers to serve the full week of their assignment. We do not permit Duty Officers to split an assignment with another Officer.

The USAID/W Duty Officer must be accessible by phone, blackberry, or remote access token at all times during non-business hours to handle urgent matters. The Officer must keep the Department of State's (DOS) Operations Center informed of his or her whereabouts.

The Office of U.S. Foreign Disaster Assistance (OFDA) has an officer on duty that is accessible by phone at all times during non-business hours to handle requests for assistance following a foreign natural or other disaster. That person will also keep the DOS Operations Center informed of his or her whereabouts. Likewise, the Executive Secretariat (ES) has a duty officer to handle front office issues.

The incoming Duty Officer is responsible for checking all equipment, i.e., cell phones or blackberries, to ensure that they are operational. The Duty Officer must be mindful of the limitations of equipment with respect to remote or distant areas. If the equipment is out of range, it is the responsibility of the Duty Officer to notify the DOS Operations Center of an alternate means of contact.

The Duty Officer is responsible for obtaining and adhering to all issued Duty Officer guidelines and instructions. He or she must also be sure to obtain key contact information. All Duty Officers will also abide by any DOS Operations Center procedures. ES will keep Duty Officers apprised of all information and contacts needed.

A Duty Officer may not share or split an assignment unless there is a significant personal emergency. In the rare event that an emergency occurs during a tour, the Duty Officer must contact his or her Administrative Management Staffs (AMS) and

senior staff as soon as possible for assistance in locating a replacement. The respective AMS Office must notify ES of the changes.

107.3.3 Use of Personal Information

Effective Date: 07/16/2009

At the request of the Executive Secretariat (ES), bureaus/independent offices (B/IOs) must provide key contact information as part of information for incoming Duty Officers. This information is Sensitive But Unclassified (SBU).

ES maintains the electronic version of the document containing the contact information for principal officers and key contacts, as well as other pertinent information and instructions. This material is SBU.

107.3.4 Non-Duty Hours

Effective Date: 07/16/2009

A Duty Officer may go out of town for the weekend if he or she

- is reachable by phone at all times after normal business hours;
- keeps the Department of State's Operations Center apprised of his or her whereabouts;
- keeps the information needed to successfully handle the Duty Officer assignment with him or her; and
- agrees to immediately return to the office should a situation require it.

USAID does not require Duty Officers to come into the office on weekends, holidays, a regular day off, or other non-working day unless there is an emergency that can only be handled at the office.

107.3.5 Duty Officer Responsibility to the Administrator

Effective Date: 07/16/2009

While on assignment, Duty Officers must know the general whereabouts of the Administrator by maintaining contact with the Executive Secretariat (ES) and being on alert for Executive Messages regarding the Administrator's travel and absences. Duty Officers must provide an immediate briefing to the Administrator regarding emergencies, such as the serious injury or death of an USAID employee, an act of terrorism at an USAID post, an arrest of a USAID employee, or a natural disaster. The Duty Officer contacts ES or the Chief Operating Officer to do this.

107.3.6 Duty Officer Materials

Effective Date: 07/16/2009

The Executive Secretariat will provide materials to the Duty Officer and arrange for an indoctrination briefing prior to duty.

107.3.7 Compensation for Duty Officers

Effective Date: 07/16/2009

[ADS 472, Premium Compensation](#) governs premium compensation or compensatory time off for overtime work related to the Duty Officer responsibility.

107.3.8 Emergency Procedures

Effective Date: 07/16/2009

Bureau/independent Offices (B/IOs) must establish emergency procedures for after hours crises relevant to their staff, missions, and programs, for use by the Agency Duty Officer and B/IO key contacts. The Executive Secretariat provides these guidelines and instructions for emergencies, as well as key contact information, to the Duty Officer.

In the event of an emergency, the Duty Officer may be required to be physically present at USAID during non-business hours. The Agency Duty Officer will keep the Department of State's Operations Center informed of his or her whereabouts at all times during an emergency.

If an emergency prevents the systematic rotation of Duty Officers, the Agency may require the last Officer on duty to stay on the assignment until it is prudent to relieve him or her of the responsibility.

107.4 MANDATORY REFERENCES

107.4.1 External Mandatory References

Effective Date: 07/16/2009

There are no External Mandatory References for this chapter.

107.4.2 Internal Mandatory References

Effective Date: 07/16/2009

a. [ADS 472, Premium Compensation](#)

107.5 ADDITIONAL HELP

Effective Date: 07/16/2009

There are no Additional Help documents for this chapter.

107.6 DEFINITIONS

Effective Date: 07/16/2009

The terms and definitions listed have been incorporated into the ADS Glossary. See the [ADS Glossary](#) for all ADS terms and definitions.

Sensitive But Unclassified

Sensitive But Unclassified (SBU) describes information which warrants a degree of protection and administrative control and meets the criteria for exemption from public disclosure set forth under Sections 552 and 552a of Title 5, United States Code: the Freedom of Information Act and the Privacy Act, 12 FAM 540 Sensitive but Unclassified Information (TL;DS-61;10-01-199), and 12 FAM 541 Scope (TL;DS-46;05-26-1995).

SBU information includes, but is not limited to:

- Medical, personnel, financial, investigatory, visa, law enforcement, or other information which, if released, could result in harm or unfair treatment to an individual or group, or could have a negative impact upon foreign policy or relations; and
- Information offered under conditions of confidentiality, arising in the course of a deliberative process (or a civil discovery process), including attorney-client privilege or work product, and information arising from the advice and counsel of subordinates to policy makers. (Chapters 107, [545](#), [562](#))

USAID/W Duty Officer

An USAID/W employee, designated by a bureau/independent office Administrative Management Services and senior staff, who ensures immediate response on a 24/7 basis to important Agency business that may occur before or after the business hours of 8:45 a.m. to 5:30 p.m. (Chapter 107)

107_082212